



Information Pack for New Residents 2023





Welcome to your New Home!

Inside you'll find information about the services offered by Pembroke St EMB

If there's anything you're unsure of, please call into the Estate Office at 102 Pembroke Street. We're open from 8am - 4pm Monday to Friday. Or you can call us on 607277.

We hope you will be very happy in your new home.

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Introduction



Pembroke Street Estate Management Board (PEMB) began as a residents campaign group in the 1980's. Local people wanted to see improvements to the standard of their homes and a better way of life. By the mid-1990's a major refurbishment programme had taken place – led by residents and funded with government money, offering a brighter future for the residents.

Running alongside the major refurbishment of the estate a number of other projects were established helping to breath new life into the neighbourhood. These projects included a youth club, social groups, a credit union, community art work and employment training schemes.

PEMB was set up as a not for profit limited company in 1994 to manage the properties on the Pembroke estate. It has proved a great success and PEMB is the south west representative of the national network of tenant management organisations. The EMB has been visited by groups from all over the country to learn more about how this has been achieved. Everyone who lives on the estate is a member of the organisation and can also be nominated to sit on the Board of Directors.

If you're interested in finding out more, there is a short film covering the history of the EMB. It is available on the Pembroke EMB facebook page, our website or you can pick up a free copy from the estate office.



The Office & Staff



The Estate Management Board (EMB) Office is open between 8am – 4pm – Monday to Friday

The Telephone number for all enquiries is: 01752 607277

The Office address is:

102 Pembroke Street - Devonport – Plymouth - PL1 4JT

In addition you can e mail the office on:

office@pembrokestreet.co.uk

There is also a website at www.pembrokestreet.co.uk and a facebook page (@Pembroke EMB)

Staff are available to help and advise on any aspect of your tenancy. We can offer general guidance on a variety of topics. If we don't have an answer we will do our best to find out on your behalf. We can also signpost people to organisations who deal with specific issues when requested to do so – if you have a question or query do not hesitate to ask.



Reporting Repairs



Standard and Urgent Repairs

PEMB is usually able to complete most jobs in half the time that Plymouth Community Homes would allow to complete the same job. This means that an urgent job will be completed in under 2 working days and a standard job will be completed within 10 working days.

All repair requests should be reported directly to the office either by calling in person or telephoning 01752 607277 or emailing office@pembrokestreet.co.uk

Please make sure that you leave your contact details – in particular an **UP TO DATE Telephone number.**

It is also important to make sure that you keep any appointments that are made to carry out a repair or that you call us if you need to cancel or rearrange an appointment.

Please do not ask maintenance workers on the Estate to take repairs requests. All repairs must be reported through the office directly by the tenant or leaseholder.

Emergency Repairs or Out of Hours Repairs

If you have an emergency issue, please contact the Pembroke Street estate office as we should be able to offer immediate assistance.

Outside of weekday office hours or during bank holiday periods, you can call Plymouth Community Homes (PCH) on 0800 917 9459. If necessary remind them that PCH look after the Pembroke Street properties out of hours.

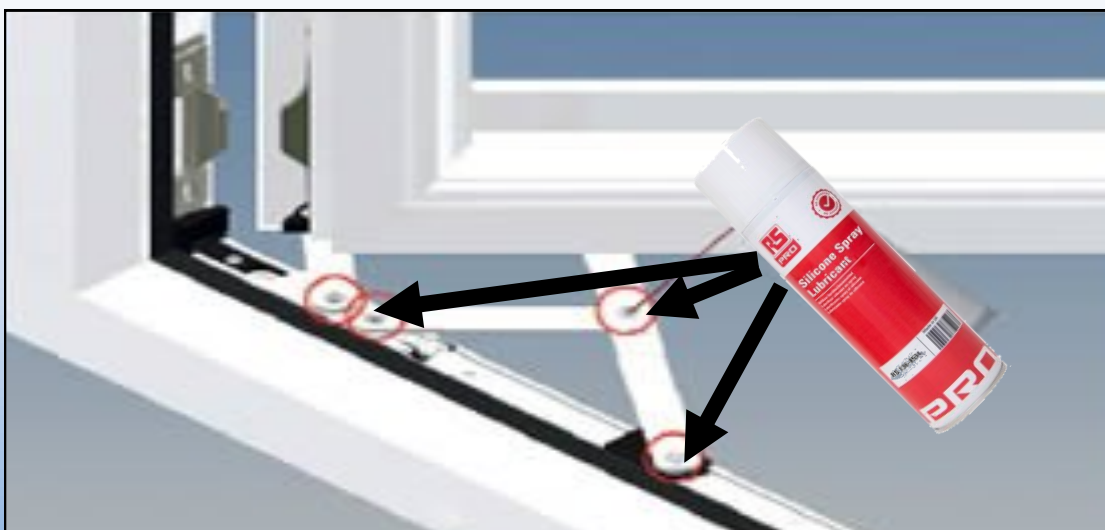


Looking after your windows



The EMB spend a lot of time repairing broken window hinges and handles. Some of these repairs can be prevented with simple maintenance. The can of silicone spray you have been given can be used to keep the moving parts of your window moving freely. See the pictures below for where to use the spray. If you use the spray every 6 months it will help to prevent the windows seizing up over time. It also means less disruption for you as the windows won't need to be repaired as often. Please take care not to spray onto other surfaces as it can make them slippery.

The arrows indicate the areas to spray to prevent the windows from seizing up and breaking. If you're not sure exactly where to spray, just look for any parts that move and apply the spray to those areas.



Disposing of Rubbish



It is your responsibility to ensure that all household rubbish is disposed of properly.

Please make sure that you do not leave rubbish bags outside your front door as this is unpleasant for your neighbours and can cause staining on the floor. If you're unable to carry the bags down to the bulk bins right away, please keep the rubbish inside your flat until it can be disposed of.

When using the external bulk bins please make sure that you make equal use of all the available bins - not just the nearest one! If the bin lid can't be closed, the seagulls will rip open the rubbish bags. General household waste (such as food and nappies) is a health hazard and can attract rats. Please do your bit to make sure the estate is kept clean and tidy. All the general waste bins are collected weekly so there shouldn't be occasions when the bins are full.

Clean recycling waste should be flat packed and placed in the green bins. You can recycle glass bottles, jars, newspapers, magazines, cardboard, plastics, food/drink cans, aerosols and tin foil. **Recycling waste is collected every two weeks.** Please make sure that you don't place any general household rubbish in the bins—including any old electrical items or plastic toys etc—as the Council will leave the bin unemptied as the entire bin of rubbish then becomes classed as 'contaminated waste' which can't be recycled. **PLEASE SEE THE NEXT PAGE FOR A FULL LIST OF WHAT YOU CAN RECYCLE.**

When children are out playing please encourage them to use the litter bins on the estate and not to drop litter.



Items that can be recycled



Category Items you can recycle

Paper

- Newspapers
- Magazines
- Telephone directories
- Brochures
- Leaflets
- Mail order catalogues
- Office type paper (including printer, photocopier and note paper)
- Shredded paper
- Envelopes (including plastic window type)
- Gift wrapping paper
- Greetings cards

Cardboard

- Food packaging cardboard (including cereal boxes, cardboard sleeves from ready meals, cardboard egg boxes, toothpaste boxes)
- Cardboards tubes (including toilet roll tubes and kitchen roll tubes)

Cans and metals

- Food cans (including soup, pet food, fish, meat, fruit and vegetable cans)
- Soft drinks cans (including fizzy drinks cans)
- Alcoholic drink cans (including beer and cider cans)
- Biscuit and sweet tins
- Aerosols empty
- Foil sheet
- Takeaway containers
- Readymade food containers (e.g. pie and cake dishes)

Plastics

- Soft drinks plastic bottles (including fizzy drinks bottles, milk bottles and water bottles)
- Alcoholic drinks bottles (including cider bottles)
- Detergent plastic bottles (including washing machine liquid detergent bottles, fabric softener, washing up liquid and cleaning liquid bottles)
- Cosmetic plastic bottles (including shampoo and conditioner bottles, hand wash bottles and moisture cream bottles)
- Yogurt pots and similar packaging
- Margarine and food trays
- Fruit/punnet containers

Glass

- Glass bottles and jars – all colours



Bulky waste



Bulky Waste is any unwanted household items. These are usually larger items of furniture such as sofas, fridges, tv's, beds etc that cannot be disposed of in the bins. The City Council will not collect any bulk bins that contain these items.

If you have your own transport and the items can fit into your vehicle, the easiest way to dispose of them is to take them to the recycling centre yourself either at Chelson Meadow or Weston Mill. Please ask at the office if you need more information.

If you don't have your own transport or the item won't fit in your vehicle, there are other options available:

1. Plymouth City Council—Bulky Waste collection

You can call Plymouth City Council on 304750 to arrange collection of items. This service is free if you receive any benefits including housing benefit only. Please remember to book a collection as soon as you know you will need it as it can take several weeks before a collection date is available. If you cannot get the items into the street for collection, let the office know, and we will do our best to help. If you are able to provide the City Council with the office@pembrokestreet.co.uk email address to confirm the collection date, we might also be able to store the items temporarily for you. Please check with the office before booking the collection.

2. Plymouth Furniture Re-use Project

Free Collection of Old Unwanted Domestic Appliances (Washing Machines, Fridges, Freezers, Tumble Driers etc) Call 600277

There are also other furniture recycling projects who may take items free of charge if they are in good condition. Please contact the office for more details. Furniture normally needs to be in good condition. Sofas and other upholstered products must still have the relevant fire safety labelling attached to the item.



Fire Safety Policy



Plymouth Community Homes Fire Safety Policy states that all communal areas in the blocks must be kept free of obstructions at all times. Please make sure that you do not store items such as prams, bikes or unwanted items on your landing or in the hallway at the bottom of the block or blocking the Electrical cupboard.

Regular checks are made and if warning notes are ignored, items can be removed.

Please help to keep the blocks as safe as possible by using your flat or shed to store items.

A reminder also that it is against the law to smoke in the stairwells.

For ground floor residents, sheds and other garden storage containers must be 1.5 metres from the property to comply with the fire safety policy.



Washing Lines



Ground floor flats have their own washing line in the garden. Upper floor flats have one washing line to share between each floor of 3 flats.

Due to damage caused to washing lines – the EMB has a policy of only giving out lines to tenants who are willing to take responsibility for them – e.g. store them in the shed when not in use.

If you are unsure if a washing line has been allocated for your use, check with your neighbours first and then if still in doubt, contact the office.

It is up to individual neighbours to agree on days/times for use of the washing line. The EMB only needs to be involved if a resident doesn't have access to a washing line.



Being Considerate To Your Neighbours



Everyone has the right to enjoy life in their own way - providing they show consideration for their neighbours.

Pembroke EMB is aware of the potential problems that can arise from people living in close proximity to one another.

Being a considerate neighbour is something that all tenants discuss and agree to, before they are allocated a property. Information is contained within the 'Good Neighbour Agreement'. The Estate Management Board takes this issue **very seriously**. In particular you are asked to:

- Avoid late night noise
- Avoid loud TV or music
- Encourage your children to behave in a responsible way towards others
- Avoid damage to communal areas – this includes external grass and shrub areas and to clean up any spillages or litter
- Please try to avoid your children playing in the stairwell, Noise carries into your neighbours flats

Please try to set a good example to your neighbours by behaving in a helpful, considerate way. If you do have a problem with a neighbour, in the first instance it may be easier to speak directly to the person concerned. Remember to be calm, polite and focus on possible solutions to the

problem.



Reporting Anti Social Behaviour



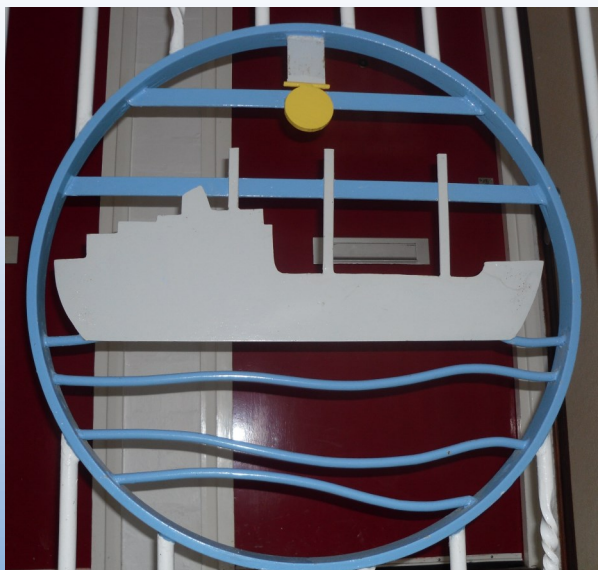
If you do have cause for complaint then please report it to the office.

You may be asked to complete a form giving details of what has happened, when it occurred and who else was affected by the incident.

There are several ways in which your complaint can be dealt with and if you want it to remain confidential, you can be assured that this will be respected.

The majority of complaints received at the EMB Office are successfully resolved.

Anti-social behaviour within the estate is not tolerated and formal action will be taken in partnership with the Landlord if necessary.



Pets – PCH and EMB Policy



As you already know, the Estate Management Board operates a strict 'no dog' policy. This policy has been in place since 1993 and a full further consultation and resident vote was undertaken to confirm that residents wish this policy to remain in place.

Should you have visitors staying with you for a short while, who bring a dog with them, please let the office know. You will be asked to complete a short form stating the breed of dog and specify the length of stay. Any dog on the estate must be kept on a lead at all times and not cause a noise nuisance.

Other domestic pets are permitted in line with the PCH pet policy, providing they are looked after in a responsible manner. If you do have a pet, it is your responsibility to make sure it is properly looked after and does not cause a nuisance.

UNDER REVIEW



Gardens



If you live in a ground floor flat, it is your responsibility to ensure that your garden is properly maintained. This forms part of your tenancy agreement. This includes grass cutting, shrub maintenance and keeping your garden litter and weed free. The EMB know that this can sometimes be difficult, especially if you are elderly or disabled .

If you have difficulty in maintaining your garden, then please let the office know. If possible, the EMB will put you on the garden assistance list which provides an affordable monthly grass cutting service.

Well kept, attractive gardens are very important to the overall appearance of the estate. The estate has received awards from Britain in Bloom. You don't have to be an expert gardener, but it is appreciated if your garden is kept neat and tidy.



Car Parks



Car parking throughout the Estate is not sufficient to meet everyone's needs.

For this reason it is not possible to allocate individual spaces as there are not enough to go around. The only exception to this is if you are registered as disabled. If this is the case you can apply for an allocated space.

Because of limited parking spaces, it is expected that all residents will avoid parking vehicles not in regular use, such as camper vans. There is additional parking on the lanes at either side of the Estate.

Please also report any vehicles which may be abandoned by contacting the EMB Office.



The Board & AGM



The management of Pembroke Street is resident led and controlled. The Board of Directors is comprised of a majority of resident representatives plus housing officers and external people with specialist skills.

The Board is responsible for all the housing management functions except for rent collection and major repairs which remains with the landlord – Plymouth Community Homes. We also have external maintenance contracts within Devonport. These additional activities come under the remit of the Board along with youth work and other community projects and services.

Resident board member places are subject to nomination and election at the Annual General Meeting. Election to the Board is open to anyone who lives on the Estate. If you would like further information , then please ask at the office where you can have an informal chat about what is involved.

Your Board and staff team are very proud of the EMB's achievements and would welcome anyone interested in becoming involved. If you have time to spare why not come along and find out more about what we do? Let the office know and you can arrange a time to have an informal chat.



Equal Opportunities Policy

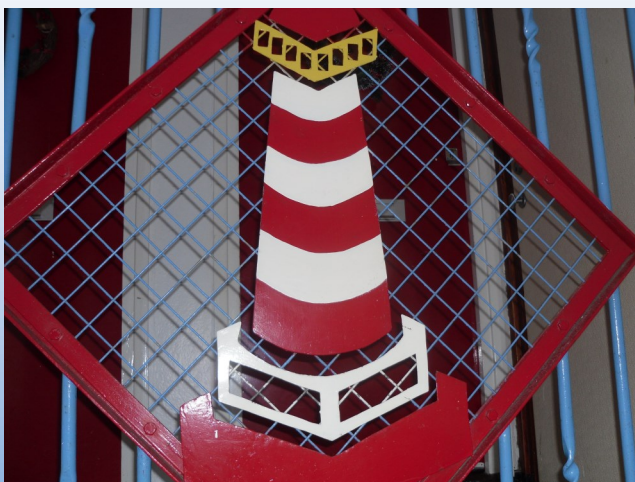


The Estate Management Board operates an equal opportunities policy throughout all services.

The EMB is committed to providing equal treatment to everyone. This applies to all services including:

- The allocation of properties
- Access to information
- Housing management
- Employment of staff and contractors

A full Equal Opportunities Policy forms part of the EMB's Management Agreement with Plymouth Community Homes and copies are available upon request.



Youth & Community Work



There are usually lots of activities to get involved in through the year in and around the estate.

Youth work activities have been running from Pembroke Street for over 30 years. We work with children, young people and parents throughout the whole of Mount Wise as well as those living in Pembroke Street.

We have a youth leader who is in overall charge at the sessions, plus a team of volunteers who help to run the activities. The sessions are held during term time at the Neighbourhood Centre at Clowance Street on a Tuesday evening from 5.10pm – 7pm for primary school aged children. There are also daytime centre based activities offered during school holidays.

During the school summer holidays there are normally a range of activities and outings for all age groups including family day trips. All activities are subsidised so that costs are kept to an affordable level.

Please ask at the office for more details and to pick up a registration form.

Please note that all our volunteers have to complete a DBS check being carried out (previously known as CRB checks).



National Network & Visitor Scheme



Pembroke Street has a long history of promoting resident involvement in housing management to improve the quality and standard of service for all.

PEMB also helps to tackle wider inequality by through a range of youth and community projects and services. These have included supporting local groups and directly delivering youth and community projects, including training placements for unemployed people and creating local employment. As a result of many years of work, the estate and its management arrangements are well known nationally.

There is a network of similar organisations around Britain – mainly in London and the Midlands. The EMB is the south west representative. This means that groups of visitors from other places including residents groups, students, housing workers and so on, can be seen visiting the Estate to find out more about the way the Estate operates.



Useful Phone Numbers



Pembroke St Estate Office: 607277

**Plymouth Community Homes (out of hours repairs line):
0800 9179459**

Police non emergencies: 101

Plymouth City Council: 668000

Plymouth City Council Bulky Waste: 304750

South West Water: 0800 691144

